

ORIGINAL

OPEN MEETING AGENDA ITEM

Teresa Tenbrink

~~WS~~ WS-02987A-08-0180

From: Lisa Keiser <topazbug@hotmail.com>
Sent: Thursday, June 20, 2013 6:55 PM
To: Utilities Div - Mailbox
Cc: Pierce-Web; Burns-Web; Stump-Web; BitterSmith-\<
Subject: RE: Public Comment Docket WS-02987A-08-0180
Attachments: JU complaint.pdf



Importance: High

This is the 3rd time I've submitted my comments to this docket and they are still not being processed or added to the documents for some reason. I have received no response from you of any kind so I do not know why they are not being received properly. I sent it originally on 6/6/13 and then again on 6/13/13 and again today on 6/20/13 all as prescribed to this email address with the attached filled in PDF. If there is a problem with the attachment please let me know how else you would like me to send it if your form is not working properly. I sincerely hope that my email does not get ignored again. I know mine are not the only consumer comments that are not showing up in this docket after two weeks of submitting them and it is disheartening to know they are being suppressed. Not everyone who has submitted them is aware that you aren't documenting them.

Lisa Keiser

Our comments are as follows:

Arizona Corporation Commission

DOCKETED

JUN 21 2013

DOCKETED BY	<i>LM</i>
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RECEIVED
2013 JUN 21 P 2:01
AZ CORP COMMISSION
DOCKET CONTROL

Chairman Stump and Commissioners:

We are deeply concerned about the practices of our water company, Johnson Utilities. Over the course of just the last year they have had multiple violations that were severe enough to have put the public health at risk and furthermore they outright refused to properly notify us so that we at the very least could take measures to protect ourselves and our children. Many times we have been charged for water that we should not have even been using. Even now they are having major water pressure issues in several subdivisions as reported all over San Tan Valley that they refuse to comment on or address properly that are causing irrigation problems and difficulty running appliances that use water. But that is the least of our concerns considering that they have had E. coli, high levels of nitrates and multiple sewage/effluent spills in our neighborhoods. These issues are so awful that several news stations have been here to report on it. Do you find this acceptable and are you willing to endorse it with your regulatory authority? WE DO NOT. We find it completely outrageous to live in constant worry that our water is hazardous and that we are not being properly notified accordingly. Still, they continue to insist they are a stellar water company in spite of all the evidence to the contrary. As such they also continue to run their business the same as they always have no matter how much we attempt to contact them and subsequently report them. They provide negligent and oftentimes rude customer service and egotistical communications while they refuse to even admit the problems they have, constantly passing blame. If they deny problems exist, how can we even rest assured they are being corrected? They mismanage their entire operation, financially and otherwise. The root cause of this is putting their interests ahead of their obligation to public safety. When you are dealing with a utility as crucial as water you absolutely have to root your entire business in ethics. A company like Johnson Utilities who makes profit a priority over people puts us all at risk and we are duly concerned for our family and our neighbors.

I sincerely wonder how much longer it will be before one of these incidents results in doing serious damage to the public and some reports indicate it may already have. My own child ended up with a very rapid and especially strong E. coli infection immediately after the water was found to be contaminated. It was only resolvable with a strong course of antibiotics; thankfully she is a normally healthy child and was able to recover with treatment. What if she was not? Then we had high levels of nitrates which are very dangerous to young children. We don't even know how long we were at risk before we found out and we have young children in our home and are currently pregnant as well. This should be of

concern to you.

You have a responsibility to be working with ADEQ to determine how well this company is handling the most basic and important requirement: water quality. If you find that they have not satisfactorily maintained the water quality and have not completely resolved every issue that has been and is currently being investigated by the ADEQ and/or the EPA up to this point, you have no business awarding them more money of ours to mismanage. Particularly when this money is simply to offset personal income taxes made directly off the profits of this company. These profits should have originally gone to managing the utility into proper compliance in the first place. The fact that they have even come to you to increase these profits again in such a short period of time is indicative of what they prioritize. Our current water rates are exorbitant and usage estimates are questionable. As an outlying area with families trying to make ends meet, many are questioning why the majority of us are paying upwards of \$100-150 per month to this company, often exceeding even our electricity bills and this is the quality of service we get for that. We are most certainly paying VERY close attention to this company and those responsible for its oversight.

Sincerely,

Jecoby & Lisa Keiser

From: topazbug@hotmail.com
To: mailmaster@azcc.gov
Subject: RE: Public Comment Docket WS-02987A-08-0180
Date: Thu, 13 Jun 2013 15:44:15 -0700

I sent this via email on 6/6/13 and received no response. I am seeing other responses posted on this docket from a later date than that and wanted to make sure this was properly received and duly posted. Please let me know that you received this, thank you.

From: topazbug@hotmail.com
To: mailmaster@azcc.gov
Subject: Public Comment Docket WS-02987A-08-0180
Date: Thu, 6 Jun 2013 22:41:41 -0700

Please let me know that you received this, thank you.

Arizona Corporation Commission Public Comment Form

1200 W Washington St – Phx, AZ 85007
(602) 542-4251

Step 1

This form should be used for public comments pertaining to a specific pending case only. Please be sure to reference the appropriate docket number so your comments are filed in the docket promptly. Please use this link for complaints, inquiries or general inquiries. <http://www.azcc.gov/Divisions/Utilities/forms/ComplaintForm2013.pdf>

Step 2

YOUR NAME Jecoby & Lisa Keiser	DATE 6/5/13
ADDRESS 24091 N High Dunes Dr	PHONE (HOME)
CITY, STATE, ZIP Florence, AZ 85132	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: WS-02987A-08-0180	DOCKET NUMBER WS-02987A-08-0180
CASE OR UTILITY NAME Johnson Utilities	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS topazbug@hotmail.com	

Step 3

ENTER YOUR COMMENTS HERE:

We are deeply concerned about the practices of our water company, Johnson Utilities. Over the course of just the last year they have had multiple violations that were severe enough to have put the public health at risk and furthermore they outright refused to properly notify us so that we at the very least could take measures to protect ourselves and our children. Many times we have been charged for water that we should not have even been using. Even now they are having major water pressure issues in several subdivisions as reported all over San Tan Valley that they refuse to comment on or address properly that are causing irrigation problems and difficulty running appliances that use water. But that is the least of our concerns considering that they have had E. coli, high levels of nitrates and multiple sewage/effluent spills in our neighborhoods. These issues are so awful that several news stations have been here to report on it. Do you find this acceptable and are you willing to endorse it with your regulatory authority? WE DO NOT. We find it completely outrageous to live in constant worry that our water is hazardous and that we are not being properly notified accordingly. Still, they continue to insist they are a stellar water company in spite of all the evidence to the contrary. As such they also continue to run their business the same as they always have no matter how much we attempt to contact them and subsequently report them. They

Step 4

This form may be completed, printed, mailed or faxed to:

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St
Phoenix, AZ 85007

or

E-mail your comments to:
mailmaster@azcc.gov

Fax to: 602-542-2129